THE IVY
GROUP LTD.

**FAIRFAX COUNTY PUBLIC LIBRARY – ONLINE SURVEY OF TRUSTEES & STAFF**
**May 13 – June 6, 2016**
**Total Number of Responses: 281**

| Q1. Please indicate: | | | |
|---|---|---|---|
| | I am a member of the Library staff. | I am a Library Trustee. | **Total** |
| Responses Received in % | 97.2%<br>(273 individuals) | 2.8%<br>(8 individuals) | 281 |

| Q2. Please indicate whether you believe the Library should increase, decrease, or maintain its current level of programs and services to each of the following population groups: | | | | | |
|---|---|---|---|---|---|
| | | Increase | Decrease | Maintain | Don't Know | **Total** |
| (a) | Preschool children and their families | 49.5% | 1.4% | 46.3% | 2.8% | 281 |
| (b) | Younger elementary school age children | 52.3% | 1.1% | 43.8% | 2.8% | 281 |
| (c) | Tweens (ages 9 – 12) | 60.5% | 1.4% | 31.7% | 6.4% | 281 |
| (d) | Teens | 64.1% | 2.1% | 28.5% | 5.3% | 281 |
| (e) | Young professionals | 54.1% | 2.1% | 28.8% | 14.9% | 281 |
| (f) | Older adults | 60.5% | 0.4% | 33.5% | 5.7% | 281 |
| (g) | Job seekers | 63.7% | 1.4% | 25.3% | 9.6% | 281 |
| (h) | Business owners | 34.9% | 7.1% | 34.5% | 23.5% | 281 |
| (i) | English language learners | 63.7% | 1.8% | 30.2% | 4.3% | 281 |
| (j) | Individuals with special needs | 55.5% | 0.7% | 30.2% | 13.5% | 281 |

**Q3. Please indicate whether you believe the Library should increase, decrease, or maintain at current levels the following resources and services:**

|  |  | Increase | Decrease | Maintain | Don't Know | Total |
|---|---|---|---|---|---|---|
| (a) | Print materials | 54.8% | 4.6% | 39.5% | 1.1% | 281 |
| (b) | Materials in non-print formats such as DVDs, CDs, and audiobooks | 66.2% | 6.4% | 25.6% | 1.8% | 281 |
| (c) | Reference materials and services | 23.8% | 21.7% | 49.1% | 5.3% | 281 |
| (d) | Downloadable materials such as eBooks and eAudiobooks | 71.5% | 2.1% | 23.5% | 2.8% | 281 |
| (e) | Online databases | 38.1% | 4.6% | 52.3% | 5.0% | 281 |
| (f) | Children's programs such as summer reading and early literacy for preschoolers | 54.1% | 2.5% | 40.9% | 2.5% | 281 |
| (g) | Homework help | 49.5% | 3.9% | 38.4% | 8.2% | 281 |
| (h) | Adult literacy programs | 59.4% | 1.1% | 28.8% | 10.7% | 281 |
| (i) | Educational programs such as author talks and book groups | 50.5% | 1.8% | 44.5% | 3.2% | 281 |
| (j) | Help applying for unemployment, social security, health insurance, etc. | 50.9% | 6.0% | 30.2% | 12.8% | 281 |
| (k) | Accessibility equipment for people with disabilities | 38.1% | 0.7% | 48.0% | 13.2% | 281 |

**Q4. Please indicate whether you believe the Library should increase, decrease, or maintain at current levels the following resources:**

| | | Increase | Decrease | Maintain | Don't Know | Total |
|---|---|---|---|---|---|---|
| (a) | Computers for staff | 25.3% | 4.6% | 65.8% | 4.3% | 281 |
| (b) | Computers for the public | 31.3% | 6.4% | 59.4% | 2.8% | 281 |
| (c) | Wi-Fi availability/accessibility | 59.8% | 0% | 38.8% | 1.4% | 281 |
| (d) | Electrical outlets for customers who bring their own laptops and other devices to the Library | 65.8% | 0.4% | 29.9% | 3.9% | 281 |
| (e) | Tech training programs for customers who require assistance | 76.9% | 0.7% | 18.9% | 3.6% | 281 |
| (f) | Programs and services for advanced technology users | 49.5% | 3.9% | 29.9% | 16.7% | 281 |
| (g) | Customer self-service options | 33.5% | 8.5% | 53.4% | 4.6% | 281 |

**Q5. Please indicate the extent to which you agree with each of the statements listed below.**

| | | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree | Don't Know | Total |
|---|---|---|---|---|---|---|---|
| (a) | The Library's policies and procedures support the idea that "the customer always comes first." | 33.1% | 50.5% | 12.5% | 1.8% | 2.1% | 281 |
| (b) | Library hours meet the needs of the community. | 30.2% | 40.9% | 20.3% | 7.1% | 1.4% | 281 |
| (c) | Customers are well informed about the Library's programs and services. | 13.5% | 32.4% | 33.5% | 14.6% | 6.0% | 281 |
| (d) | The Library's website is informative, user friendly, and comprehensive. | 13.5% | 29.2% | 33.8% | 22.1% | 1.4% | 281 |
| (e) | The Library has a well-managed collection which is relevant and appealing. | 16.0% | 50.9% | 27.4% | 3.9% | 1.8% | 281 |
| (f) | The Library has an appropriate balance of print and non-print materials. | 14.9% | 44.5% | 26.3% | 6.8% | 7.5% | 281 |
| (g) | The Library uses social media effectively to foster community connections. | 8.9% | 27.4% | 26.0% | 16.7% | 21.0% | 281 |
| (h) | Library staff members have access to the training and resources they need to support customers. | 21.4% | 45.6% | 23.1% | 7.5% | 2.5% | 281 |

| Q6. Please indicate the extent to which you agree with each of the statements listed below. | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree | Don't Know | **Total** |
| (a) | The Library does all it can to support educational achievement. | 18.9% | 45.9% | 24.6% | 5.0% | 5.7% | 281 |
| (b) | The Library does all it can to reach out to non-users. | 8.2% | 24.9% | 34.5% | 21.0% | 11.4% | 281 |
| (c) | The Library does all it can to foster cross-cultural connections. | 12.8% | 41.6% | 24.6% | 7.5% | 13.5% | 281 |
| (d) | The Library does all it can to offer services and resources that community residents need. | 19.6% | 45.9% | 22.4% | 7.1% | 5.0% | 281 |
| (e) | The Library anticipates the community's needs for new technologies. | 13.2% | 35.9% | 31.3% | 13.5% | 6.0% | 281 |
| (f) | The Library is a valued community asset. | 63.7% | 27.0% | 6.4% | 1.8% | 1.1% | 281 |

| Q7. Please indicate whether you agree with the following statements. | | Agree | Disagree | Don't Know | Total |
|---|---|---|---|---|---|
| (a) | I am familiar with the Library's mission statement. | 89.3% | 6.4% | 4.3% | 281 |
| (b) | The mission statement guides Library policies and procedures. | 68.0% | 13.9% | 18.1% | 281 |
| (c) | Patron preferences and needs drive collection development. | 58.4% | 23.1% | 18.5% | 281 |
| (d) | The Library has an efficient process for ordering and processing new materials. | 49.1% | 19.2% | 31.7% | 281 |
| (e) | The Library makes the best possible use of technology for efficient work flow. | 39.1% | 44.8% | 16.0% | 281 |
| (f) | Staff is appropriately allocated across the system and individual departments for the type and volume of work required. | 25.6% | 58.7% | 15.7% | 281 |

**Q8 Please indicate the extent to which you agree that the Library Board:**

| | | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree | Don't Know | Total |
|---|---|---|---|---|---|---|---|
| (a) | Understands and advances the Library's mission | 22.8% | 39.9% | 13.5% | 3.6% | 20.3% | 281 |
| (b) | Makes thoughtful, strategic decisions | 14.9% | 37.7% | 21.7% | 8.9% | 16.7% | 281 |
| (c) | Exhibits foresight | 12.1% | 24.6% | 31.7% | 11.0% | 20.6% | 281 |
| (d) | Advocates effectively in the Library's best interest | 17.1% | 30.6% | 22.4% | 13.2% | 16.7% | 281 |
| (e) | Supports senior management | 19.9% | 33.8% | 7.1% | 6.8% | 32.4% | 281 |
| (f) | Seeks collaborations and partnerships that benefit the Library | 14.2% | 24.2% | 18.5% | 9.3% | 33.8% | 281 |
| (g) | Works effectively with the County | 14.6% | 31.7% | 15.3% | 6.8% | 31.7% | 281 |

**Q9. From your perspective as a member of the Board of Trustees, please rate the Library's:**

| | | Excellent | Satisfactory | Needs Improvement | Don't Know | Total |
|---|---|---|---|---|---|---|
| (a) | Level of community engagement | 25.0% | 25.0% | 37.5% | 12.5% | 8 |
| (b) | Contributions to economic development | 12.5% | 50.0% | 12.5% | 25.0% | 8 |
| (c) | Contributions to workforce development | 0% | 50.0% | 12.5% | 37.5% | 8 |
| (d) | Quality and effectiveness of internal communications | 0% | 37.5% | 37.5% | 25.0% | 8 |
| (e) | Workflow efficiencies | 12.5% | 37.5% | 12.5% | 37.5% | 8 |
| (f) | Marketing effectiveness | 0% | 37.5% | 50.0% | 12.5% | 8 |
| (g) | Professional development program | 0% | 12.5% | 37.5% | 50.0% | 8 |